

National Advisory Committee
Technical Service Center

November 16, 17, 2004

- Created 1997 to implement HACCP/PR rule
- Office of Field Operations – field inspection
- Strategy to provide technical expertise and guidance
- “Provide prompt and consistent service to our customers”
- Included:
 - Technical advice/guidance
 - Correlation with inspection personnel
 - Implementation of new/modified inspection procedures
 - Develop/deliver training: CFL
- Evolved with agency
- Include industry and inspection
- Reputation for getting an answer
 - Useful, reliable and practical
- Verification of HACCP plan design as well as performance of HACCP plan
- Program Analysis Staff created: using data
- April 2004, Technical Service Center moved to Office of Policy, Program and Employee Development (OPPED)
- Three main divisions in OPPED: Program Analysis; Program Development and Center for Learning
- TSC is under Program Development
- Cluster coordinator for Program Development is Bobby Palesano
- Director of TSC is Lynvel Johnson
- TSC composed of 2 staffs:
- Technical Assistance and Correlation: Isabel Arrington
- Program Analysis: Karen Morris

- New Opportunities
 - Renewed correlation with inspection, industry, other
 - Closer relationship with Center for Learning (for training development/delivery)
 - Move quickly to identify policy development needs
 - Include field perspective in policy development
- More use of data analysis
- Support field EIAOs and District Managers on data, design and enforcement
- Should continue technical assistance to establishments?
- Changes in assistance to be more effective?
- How effectively assist other constituent groups?
- Any new or enhanced ways for use of TSC to realize full benefit of this unit?